

Earnings contribution from Greater China tripled over the last five years

Samuel Tsien Group Chief Executive Officer OCBC Group

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OCBC Group has undertaken deliberate strategic initiatives to grow a well-entrenched Greater China business

2012



Establishment of China Business Office

2014



Acquisition of Wing Hang Bank



Increase of stake in Bank of Ningbo to 20%

2016



Acquisition of Barclays' wealth and investment business in Hong Kong and Singapore



Merger of OCBC China and Wing Hang China to form OCBC Wing Hang China



OCBC Group has undertaken deliberate strategic initiatives to grow a well-entrenched Greater China business



Announcement of Greater Bay Area strategy



Acquisition of National Australia Bank's Private Wealth business in Hong Kong and Singapore



Establishment of Regional Digital Centre in Shenzhen

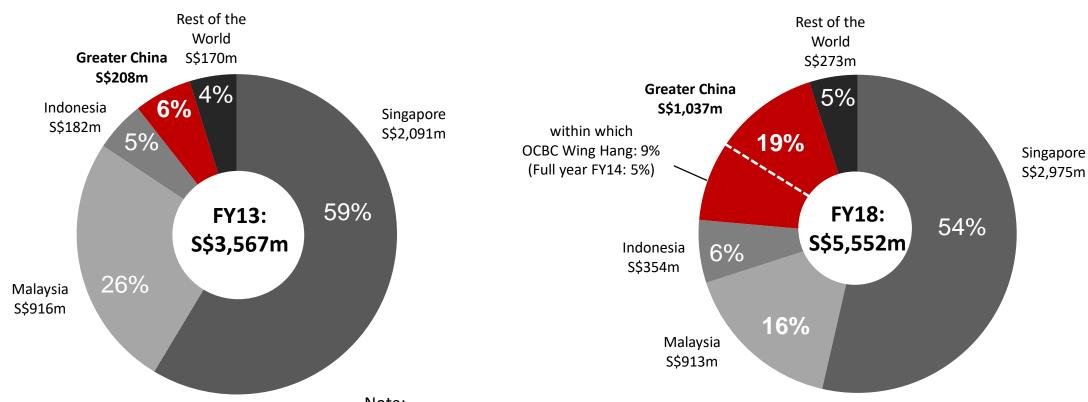


Deepened partnership with Bank of Shanghai with signing of MOU to support Chinese enterprises expanding into Southeast Asia



Earnings contribution from Greater China has tripled from 6% to 19%

Profit Before Tax by geography

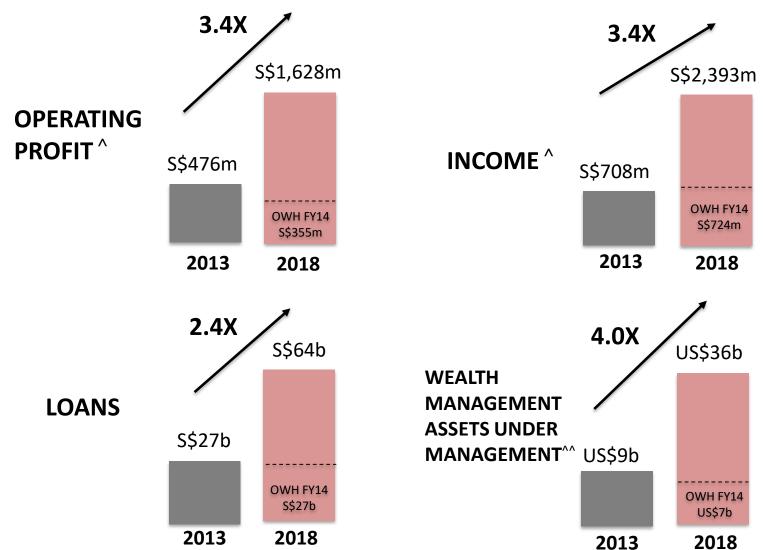


Note:

- The geographical segment analysis is based on the location where assets or transactions are booked.
- Greater China comprises China, Hong Kong, Macau and Taiwan.



The Greater China franchise has grown from strength to strength





[^] Based on internal management reports for the Group's Greater China franchise.

^{^^} Assets under management excludes CASA deposits of mass consumer segment.

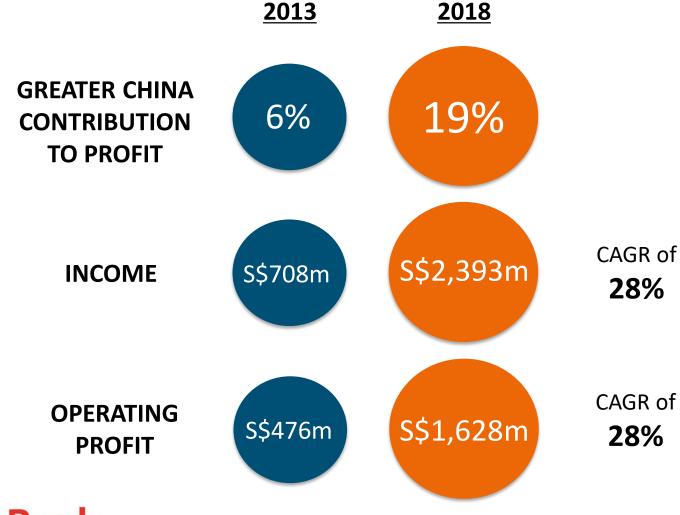
The Wing Hang acquisition has strongly positioned OCBC to achieve growth

In 2014, we said the acquisition would position OCBC in:

- Capitalising on **economic growth** in Greater China and the **increased connectivity** between North and Southeast Asia
- Deepening and widening OCBC's product capabilities with access to broader funding base
- Enhancing franchise value through 'Merger of Scope'

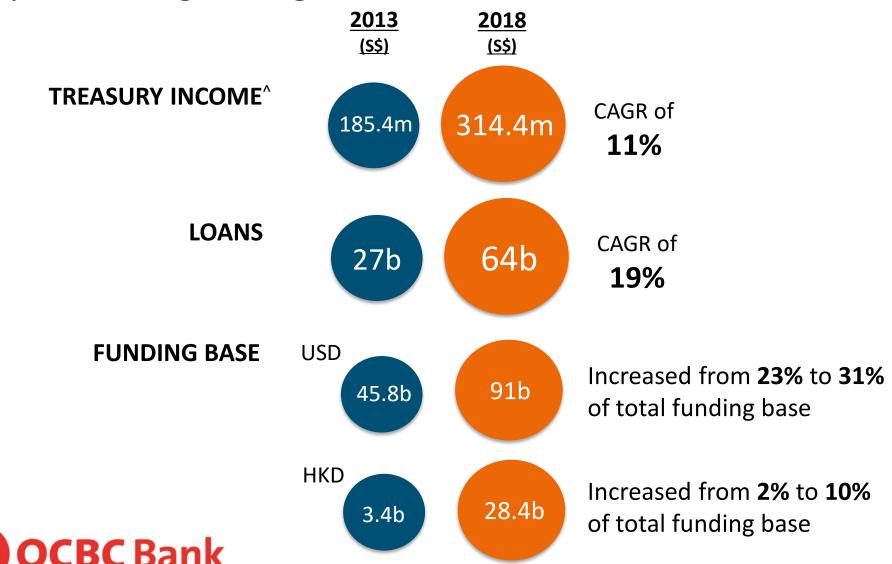


Successfully capitalising on strong economic growth in Greater China and increased connectivity between North and Southeast Asia



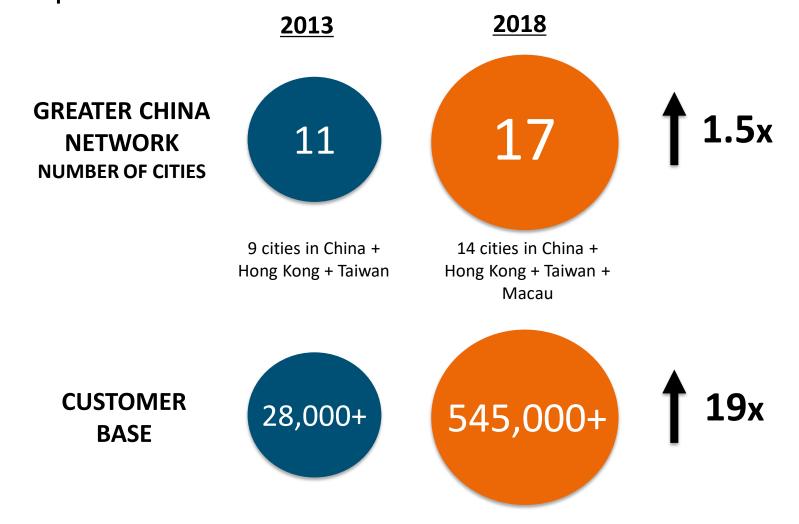


Enlarged USD and HKD funding base broadens product capabilities and supports strong loans growth



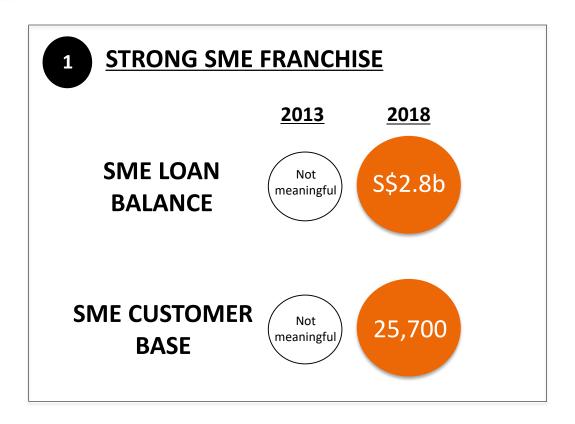
A Based on the Group's treasury income generated from the Greater China region, excluding associates contributions and head office allocations, which may differ from the customer's country of residence or the booking location of the loans

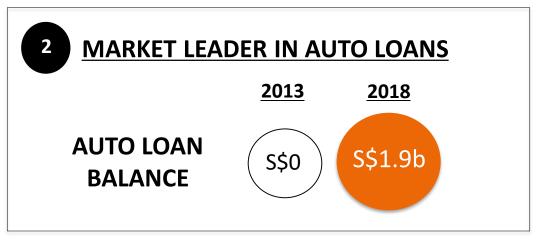
Significantly expanded presence in Greater China resulting from merger of scope

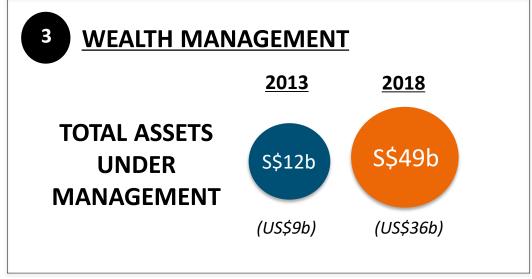




And added new business segments for a more diversified franchise



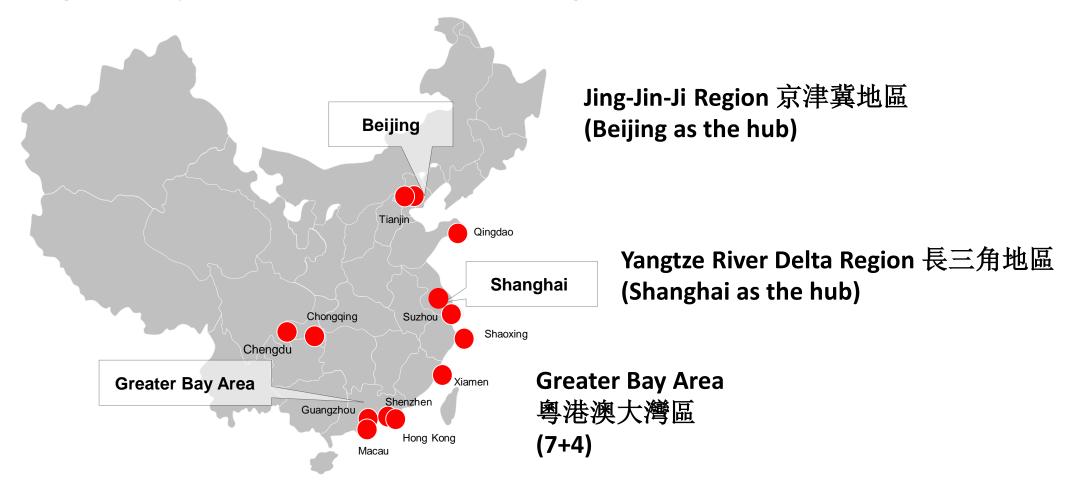






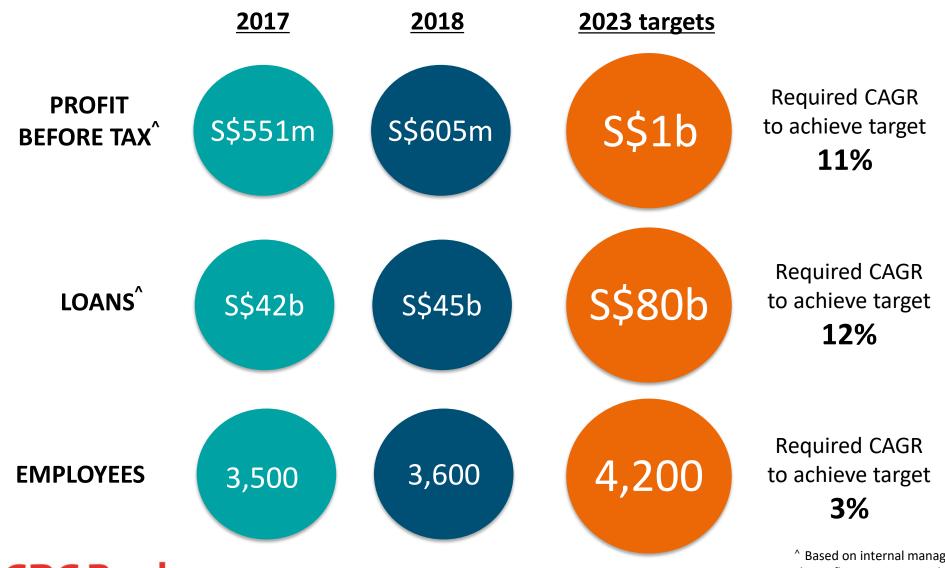
Greater China will continue to be our largest market outside Singapore

Focusing on 3 key areas in the Greater China region:





On track to achieve 2023 targets for Greater Bay Area





[^] Based on internal management reports that reflect a more complete picture of the Greater Bay Area franchise value.

Optimising existing strengths to support continued sustainable growth

- Deepening connectivity between OCBC Wing Hang China network with OCBC Hong Kong, Macau, Taiwan as well as South East Asian network
- Capturing the trade, wealth and capital flows between Greater China and ASEAN, including supply chain re-positioning in the region
- Building strong treasury capabilities



Programme

OCBC Wing Hang – A defining first 5 years	Na Wu Beng	Chief Executive Officer, OCBC Wing Hang
 Wealth Management – High and Ultra-High Net Worth Individuals 	Derrick Tan	Chief Executive, Bank of Singapore Hong Kong Branch & Global Market Head, Greater China and North Asia
 Wealth Management – Affluent SME Banking 	Eric Ong	Head of Retail Banking, OCBC Wing Hang
Corporate Banking	Johnny Wei	Head of Corporate Banking, OCBC Wing Hang
• Treasury	Helen Chan	Head of Treasury, OCBC Wing Hang



OCBC Wing Hang - A defining first 5 years

Na Wu Beng Chief Executive, OCBC Wing Hang

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Strong annual growth of 13% with Preserve, Enhance, Grow strategy

PRESERVE

2014-2015

- Customers & Revenue streams
- People & Institutional Knowledge

ENHANCE 2015-2016

- Deepen customer relationships
- Improved Productivity & Efficiency
- Expansion of Product Suite
- Implementation of OCBC
 Sales Framework
- Leveraging OCBC's IT capabilities
- Development of talent base

GROW

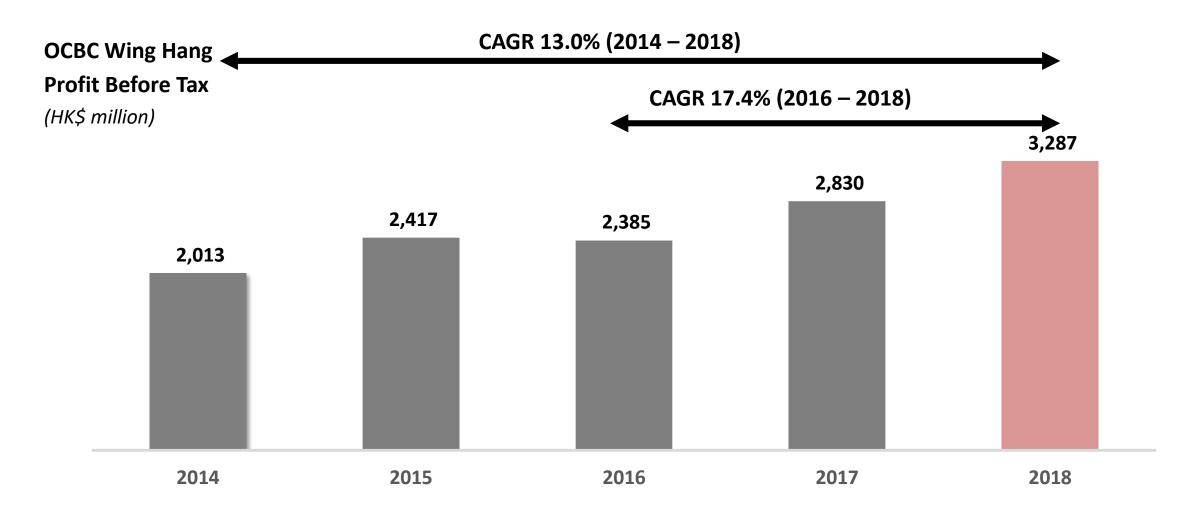
2017 - now

- Grow Existing & New Customer Franchise
- New Revenue Streams
- Realize Regional Bank Potential
- Greater Bay Area Strategy





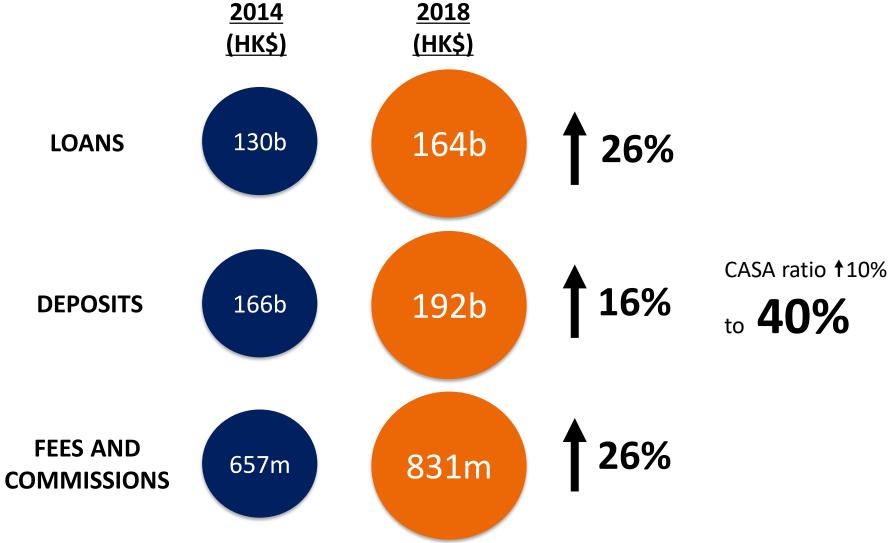
Accelerating annual growth in profit since 2016







Strong overall growth in franchise across HK and Macau

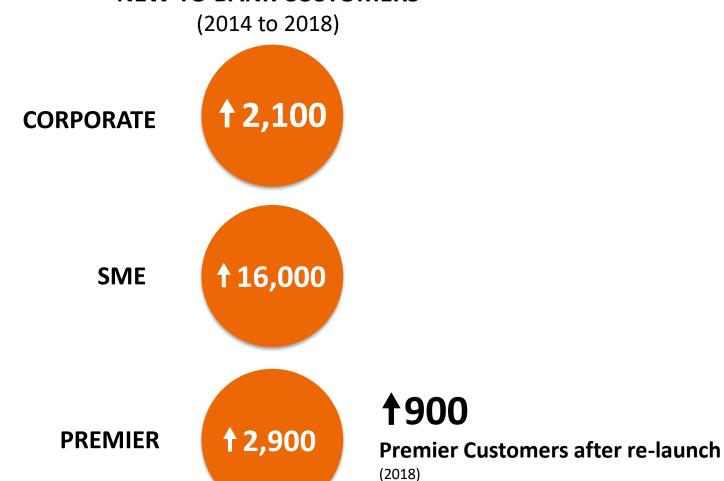






Successfully attracting new-to-bank customers across HK and Macau





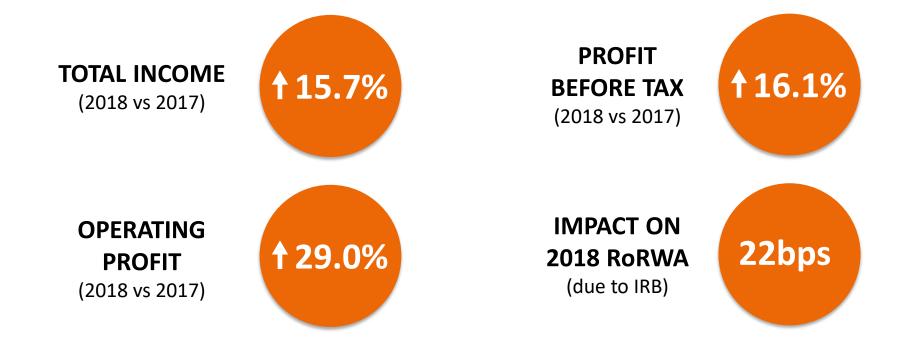




Achieving sustainable franchise growth

Franchise growth continues as demonstrated in the growth phase between 2017 and 2018.

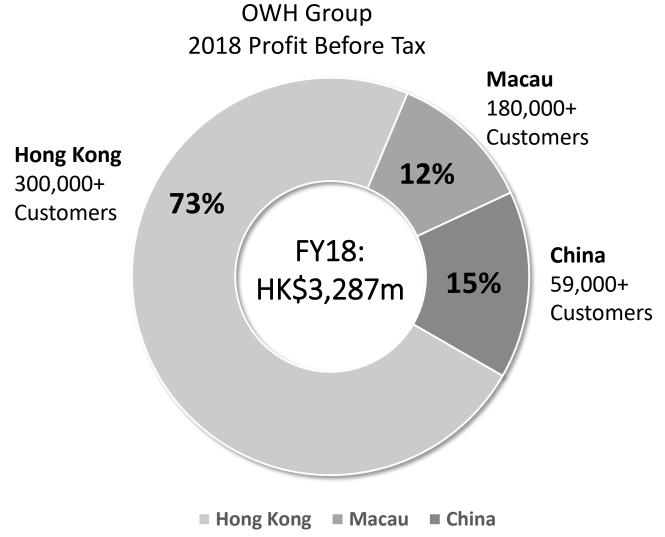
OCBC Wing Hang's Profit Before Tax Growth of 16.1% in 2018 was higher than 5-year CAGR.







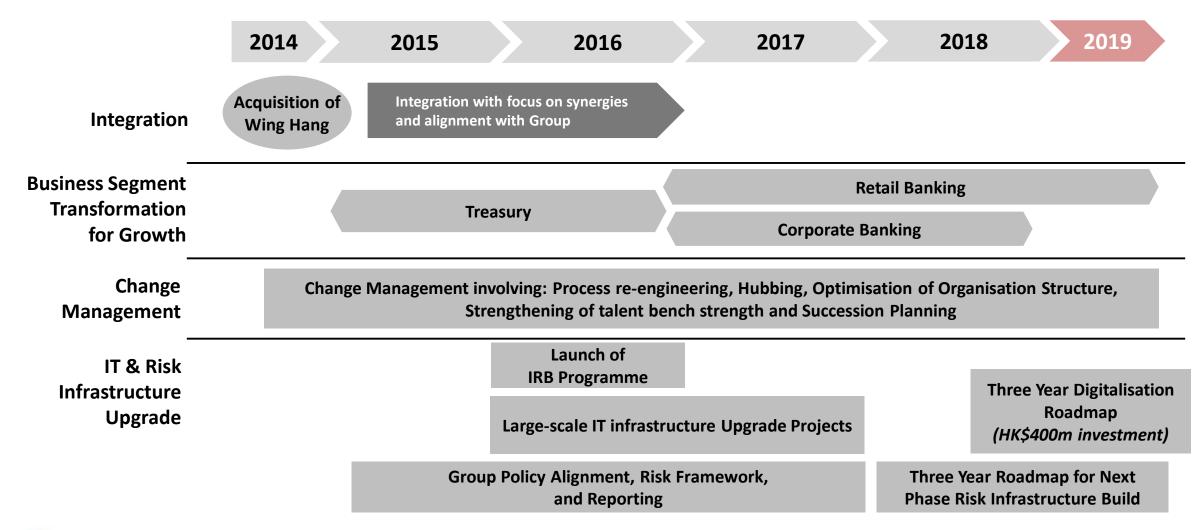
Hong Kong is core contributor to OWH results







Delivering growth through business transformation and infrastructure upgrades







HK\$400m investment over 3 years to enhance digital offerings

Build open banking services, upgrade channel capabilities and connect digital business ecosystems



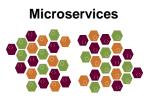
2 Expand usage of intelligent data analytics



Digitalize operation processes to cope with massive digital transaction growth



Implement agile digital architecture and enhance cyber defence capabilities







Improving productivity through streamlining of processes

- Integration and streamlining of processes following merger of the two China entities
- Hubbing of Macau Treasury to Hong Kong
- Integration of Financial Institutions Business from HK Branch







Developing future-smart talent

Cultural Harmony

Underlying culture is aligned. There was strong buy-in throughout entire change process. Original Wing Hang workforce has adapted well to OCBC's policy and methodologies.

Development of Bench Strength

We continue to hire quality talent to enhance our bench strength.

Implementation of Graduate Talent and Exceptional Talent programs in 2017 continue to develop internal talent pool.

People Development

Re-vitalized Learning & Development programme. Focus on career development programs, competency focused learning programs, and digital learning to support staff's structured learning and career development paths.

Performance Measurement

Implementation of Balanced Scorecard performance measurement.





Being recognised for our work



Best International Bank in Hong Kong



Best Bank in Macau





The next 5 years – Leveraging deep local knowledge and regional connectivity for growth

Local Knowledge to provide Timely and **Tailored Solutions**

Utilising OCBC's Network across ASEAN

Inflows and Outflows from **PRD**

Continuing to maintain Asset Quality and Risk Prudence

Customer **Relationship Focus** to drive Lasting Value **Sustainability**

Sustainable Financing

Financial Inclusion

Continuous improvement in **Funding Profile through CASA Growth**

Expansion of Products and Solutioning Capabilities

Talent Development for Future growth

Digital Strategy





Wealth Management – High and Ultra-High Net Worth Individuals

Derrick Tan
Chief Executive, Hong Kong Branch
Global Market Head, Greater China & North Asia

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Leveraging on Group's capabilities to capture the booming growth in Greater China

From Pure Play private bank to adopting 360° integrated model





Pure Play Private Banking Business

 Focusing on high growth opportunities arising from rapid wealth creation in Asia

OCBC acquired ING Asia Private Bank (Rebranded as Bank of Singapore)







Amplifying Bank of Singapore's solution to clients

 Enhanced OCBC's product capabilities, network and coverage

OCBC acquired Wing Hang Bank (Rebranded as OCBC Wing Hang)









One Bank Synergy to cover Greater China Clients

Merged OCBC Bank (China) Limited & Wing Hang Bank (China) Limited





Unlocking growth through a 360° approach

Before

Targeted & segmented service offerings to clients



Clients enjoy:

Private Banking

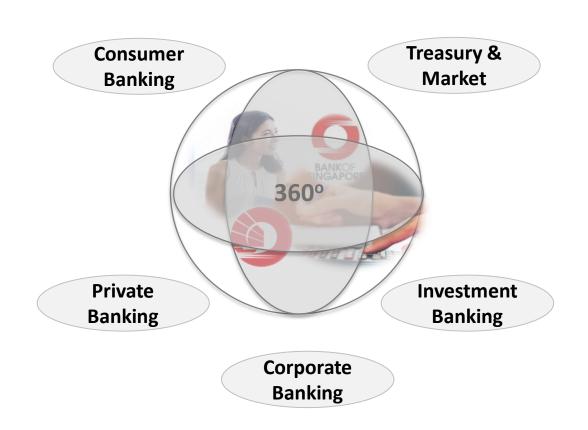


Clients enjoy:

- Consumer Banking
- Corporate Banking
- Investment Banking
- Treasury & Market

Now

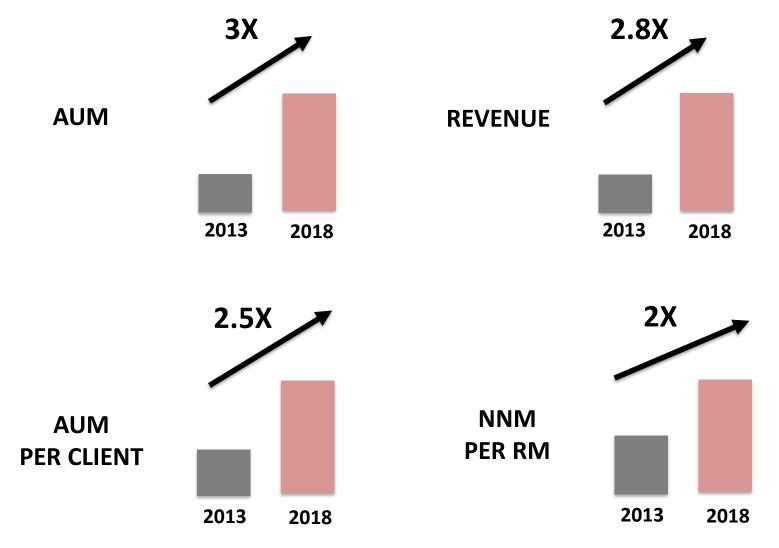
360^o integrated service offerings to clients







Deeper penetration in Greater China market







Effective strategy and elevated brand presence to attract talent

Culture

- Establish a harmonious new workplace which encourages collaboration
- Embrace the changes together as a family & team while we are expanding

Talent

• Build up a team of experts with Greater China Market knowledge (i.e. Marketing, Product & Risk)

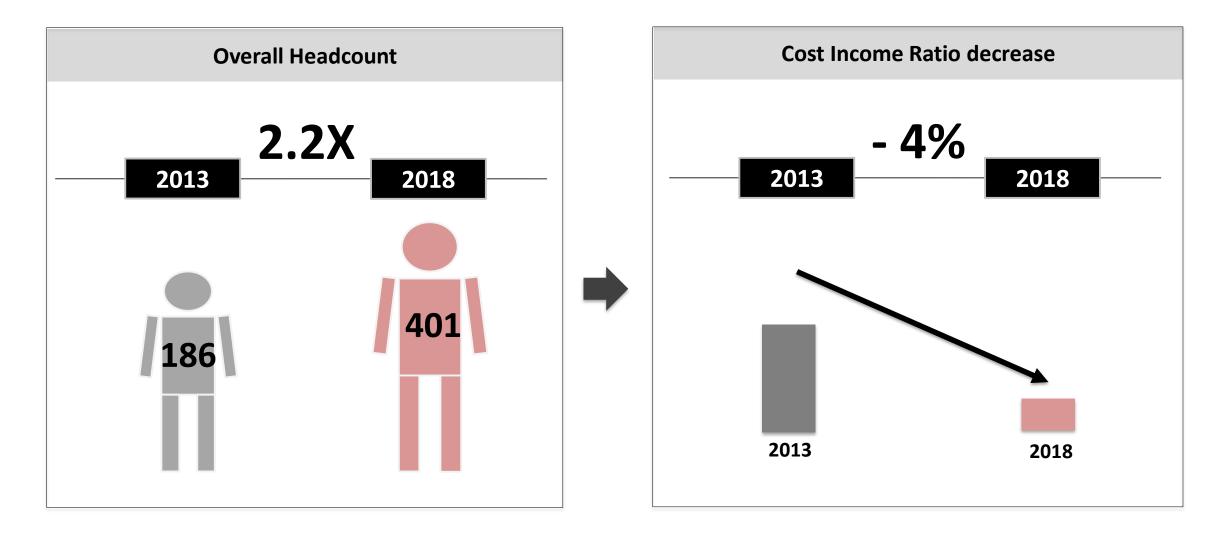
Future

- Develop existing talents with Management support, guidance & mentorship
- Incubate young talents via LEAD Programme





Effective strategy and elevated brand presence to attract talent







Recognised for our work

ASIAN PRIVATE BANKER AWARDS

ONE TO WATCH PRIVATE BANK HONG KONG [2018]

EXCELLENCE IN PRIVATE BANKING, SINGAPORE [2018]

EXCELLENCE IN LEARNING & DEVELOPMENT [2018]

BEST PRIVATE BANK, SINGAPORE [2016 - 2017]

BEST PRIVATE BANK
TRAINING & DEVELOPMENT
[2017]

PRIVATE BANKER INTERNATIONAL AWARDS

HIGHLY COMMENDED: BEST PRIVATE BANK IN HONG KONG(FOREIGN) [2018]

OUTSTANDING PRIVATE BANK
ASIA PACIFIC REGIONAL PLAYER [2017]

WINNER: OUTSTANDING PRIVATE BANK
- SOUTH EAST ASIA [2017]

HIGHLY COMMENDED: BEST DISCRETIONARY & ADVISORY OFFERING [2017]

ALPHA SOUTHEAST ASIA'S BEST FINANCIAL INSTITUION AWARDS

BEST PRIVATE WEALTH MANAGEMENT BANK, SINGAPORE [2012,2014,2016,2017]

BEST PRIVATE WEALTH MANAGEMENT BANK, SOUTHEAST ASIA [2012,2014,2016,2017]

WEALTH BRIEFING ASIA GREATER CHINA AWARDS FOR PRIVATE BANKING EXCELLENCE

EAM/FIM SERVICE PROVIDER [2019]

PWM/THE BANKER GLOBAL PRIVATE BANKING AWARD

BEST PRIVATE BANK IN SINGAPORE [2017]

FINANCE ASIA COUNTRY AWARDS

BEST PRIVATE BANK IN SINGAPORE
(PRIVATE BANK COUNTRY AWARD – SINGAPORE)
[2017]

GLOBAL FINANCE

BEST PRIVATE BANK FOR ENTREPRENEURS
IN ASIA PACIFIC
[2017]





Building scale and extending reach with a 3-pronged strategy

Capture U/HNWs
through our
IAM Excellence Center

2

Address diverse needs Via 360° Wealth Solutions

3

Capture the growing 'Millennial' Segment











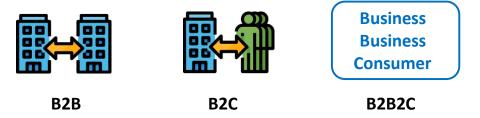
Capturing Ultra-High Net Worth Individuals through IAM partnerships

Capture U/HNWs
through our
IAM Excellence Centre



OUR ROADMAP

Continue to seek new partnership opportunities



IAM Excellence Centre to scale the growth



IAMEC has empowered visible growth in last 12 mths







Offering holistic wealth solutions which address diverse needs

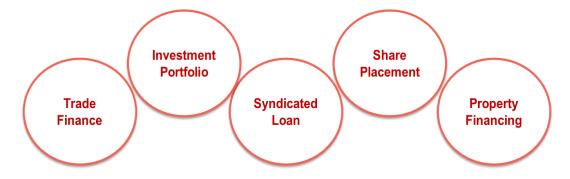
2

Address diverse needs Via 360° Wealth Solutions



OUR ROADMAP

Leveraging on **Group's total solution**, we are able to execute **GBA Strategy** even better to engage Chinese Entrepreneurs and Business Owners



With Chinese UHNWs paying increasing attention to
 Wealth Preservation and Succession objectives, we will leverage on our Wealth Planning and Structuring capabilities to help them plan and manage their wealth

Source:

CreditEase – Approach to Inheritance: Special Report International Experience and China Practice of Wealth Planning





Engaging the new guardians of capital - the Millennial Generation

3

Capture the growing 'Millennial' Segment



INSIGHTS

- In Asia the Millennial Generation is expected to have the largest spending power of any generation ever, estimated USD 6 trillion by 2020
- This generation is also looking to benefit from the largest intergenerational wealth transfers ever

OUR ROADMAP

- Position as the modern bank for this rising segment through strategic partnerships with established brand ecosystems
- Engage them on wealth needs through lifestyle focused content and activities

Source:

- ¹ Business Insider UK's report of Boston Consulting Group analysis
- ² Deloitte Consulting





Wealth Management – Affluent

SME Banking

Eric Ong Head of Retail Banking, OCBC Wing Hang

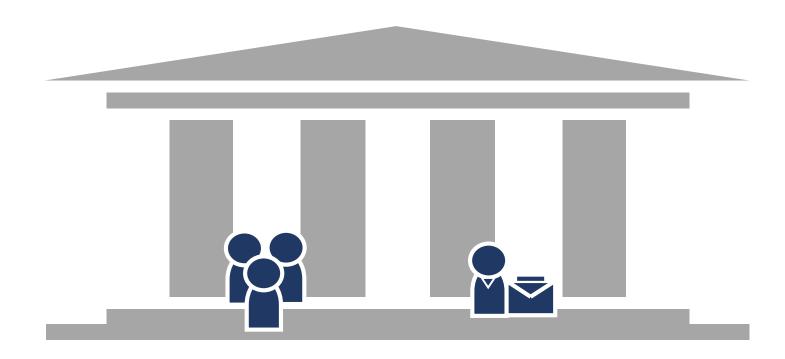
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Supporting wealth management business for individual clients and SMEs on a single integrated platform



Differentiating customer proposition with ability to serve both **SME Business** and **Business Owner's / Individual's** needs within the **same branch**





Transforming wealth management and SME banking

SME, Consumer Banking and Wealth Management Transformation



Embarked on Treasury Transformation

2017

Enhanced Investment Solutions

Insurance Premium Financing Launch

Overseas Mortgage Launch via acquisition of National Australia Bank portfolio

New Wealth Sales & Distribution Model

2018

Expand SME Guarantee Scheme Business

Insurance growth
Operating Model
Revamp

Premier Banking re-launch

Voyage Card Launch

Internet Banking Revamp

Mobile Banking Revamp

2019

Launch of Cash Management System to acquire operating account balance





Re-launching Premier Banking to focus on affluent segment

BEFORE RE-LAUNCH

Elite Gold Banking

Local Proposition
Product-driven Solutions



AFTER RE-LAUNCH IN NOV 2018

PREMIER BANKING Regional Proposition **Need-based Wealth Solutions** Transform local Better meet target Leverage Group proposition to a affluent segment's offerings to regional proposition, needs improve market and provide a competitiveness coherent brand PREMIER BANKING





Attracting affluent customers with a suite of services

PREMIER BANKING

REGIONAL ACCESS & PRIVILEGES



Access to over 60 Premier Centres across
Asia and enjoy
exclusive privileges

PREMIER TEAM

Dedicated Relationship Manager, supported by a team of experienced investment, insurance, mortgage and SME specialists

PREMIER VOYAGE CARD



1st miles-earning lightweight metal card in Hong Kong

WEALTH SOLUTIONS

Total Wealth Solutions and Financing, including Professional Investor Offerings

OVERSEAS PROPERTY FINANCING



Only bank in Hong Kong with local approval and drawdown

MARKET INSIGHTS

Timely market insights published by OCBC
Wealth Panel, which draws on the collective
expertise of wealth management experts from
OCBC Group





Growing the consumer customer segment

NEW-TO-BANK CUSTOMERS

(2018 v 2014)



AUM OF CONSUMER PORTFOLIO

(2018 v 2014)



CASA BALANCE OF CONSUMER PORTFOLIO

(2018 v 2014)







Going big on the affluent customer segment

NEW-TO-BANK PREMIER CUSTOMERS

(2018 v 2014)

† 2.6x

PREMIER CUSTOMER BASE

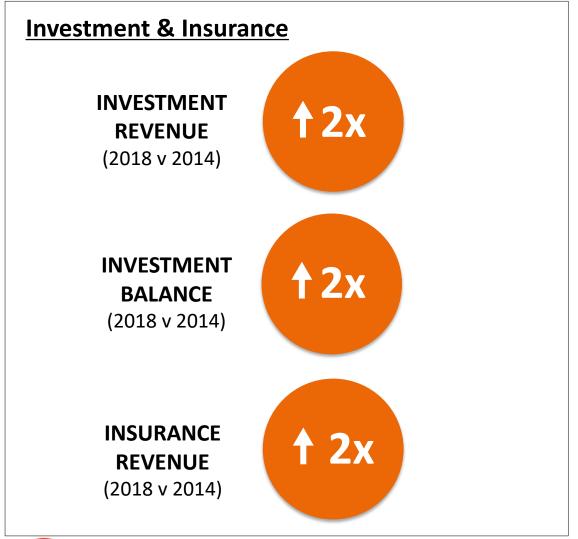
(2018 v 2014)

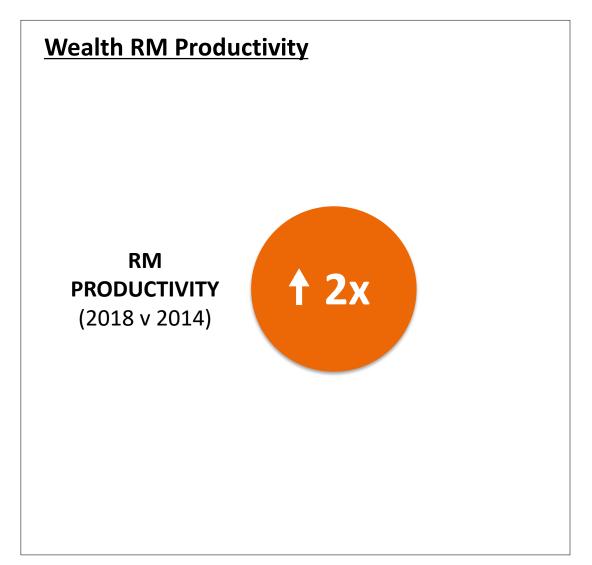






Strong growth in wealth management offerings









SME Banking







Significant expansion in SME customer base

SME CUSTOMERS

(2018 v 2014)



NEW-TO-BANK CUSTOMERS

(2018 v 2014)



MARKET SHARE OF NEWLY ESTABLISHED COMPANIES

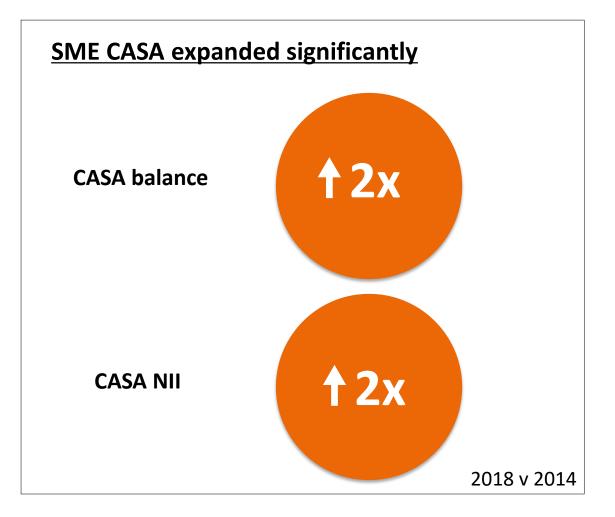
(2018 v 2014)

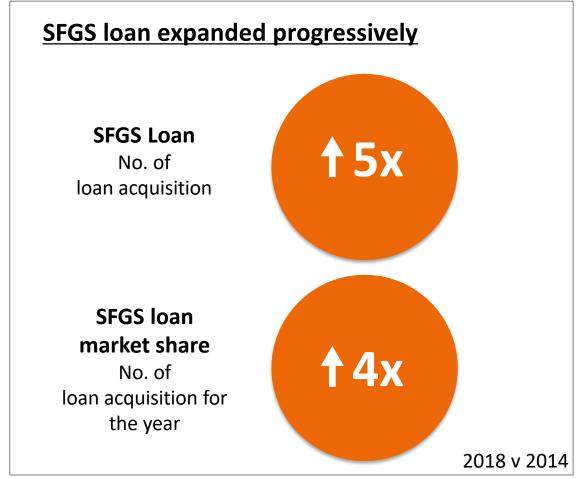






Strong deposits and loans from SME segment









Reaping the benefits of growing SME franchise

NET INTEREST INCOME

(2018 v 2017)



FEE INCOME

(2018 v 2017)



TOTAL REVENUE

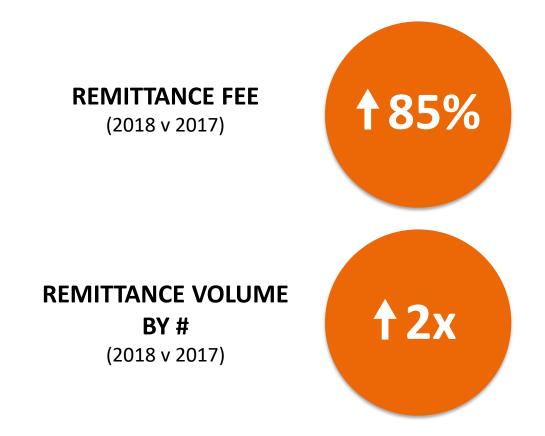
(2018 v 2017)







Expanding transaction banking business



Launch of Award-winning Cash Management Platform

Velocity@ocbc





Corporate Banking

Johnny Wei Head of Corporate Banking, OCBC Wing Hang

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Building strong corporate banking platform for future growth

Corporate Banking has delivered strong growth by gaining market share through new customer acquisitions, as well as deepening relationship with Wing Hang customers

2015 2014 2016 2017 2018 2019 Preservation of existing franchise and **On-boarding external talent** to boost bench strength revenue streams **Deepening Wing Hang customer relationships** Expanding franchise by acquiring new customers and and re-profile of portfolios tapping into new segments Improving proposition through expansion of product solutions **Integration of Financial**

Integration of Financial Institution Business from HK Branch

Accelerating growth in Corporate Wealth Management *

Launch of new cash management system to grow operating accounts

*Corporate Wealth Management refers to Universal Life Insurance as well as investment in equities and bonds for corporate customers





Supporting customers with integrated solutions

Expanding product penetration

2 Products 5 Products

Deepening Relationships

2X Revenue per Customer

† 5x

AUM referred to Bank of Singapore

† 3x

Treasury Advisory Income

† 10x

Corporate Wealth Management Income

Strategic Propositions

Private Banking,
Capital Markets,
Corporate Finance,
Regional Connectivity

Value Added Services

Treasury,

Cash Management,

Insurance,

Corporate Wealth Management

Transactional Products

Loan, Deposit

Moving Up the Value Chain

Build Strategic Relationships

Broaden Main Bank Customer portfolios

Widen relationship touch points

† 3x Fee & Commission Income

36

Capital Markets deals

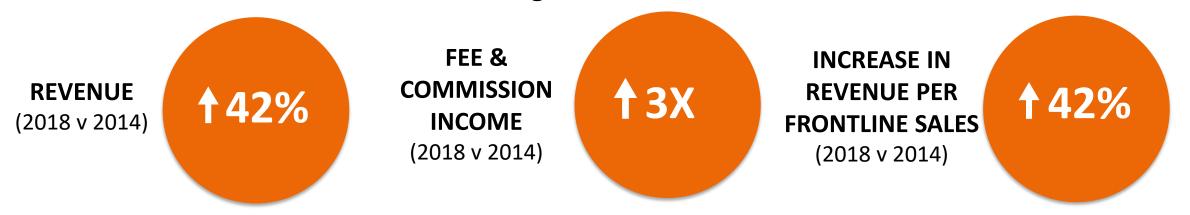
(2014 to 2018 or 2018 v 2014)





Income growth spurred by acquisition of new customers

Achievement of a broad-based income growth



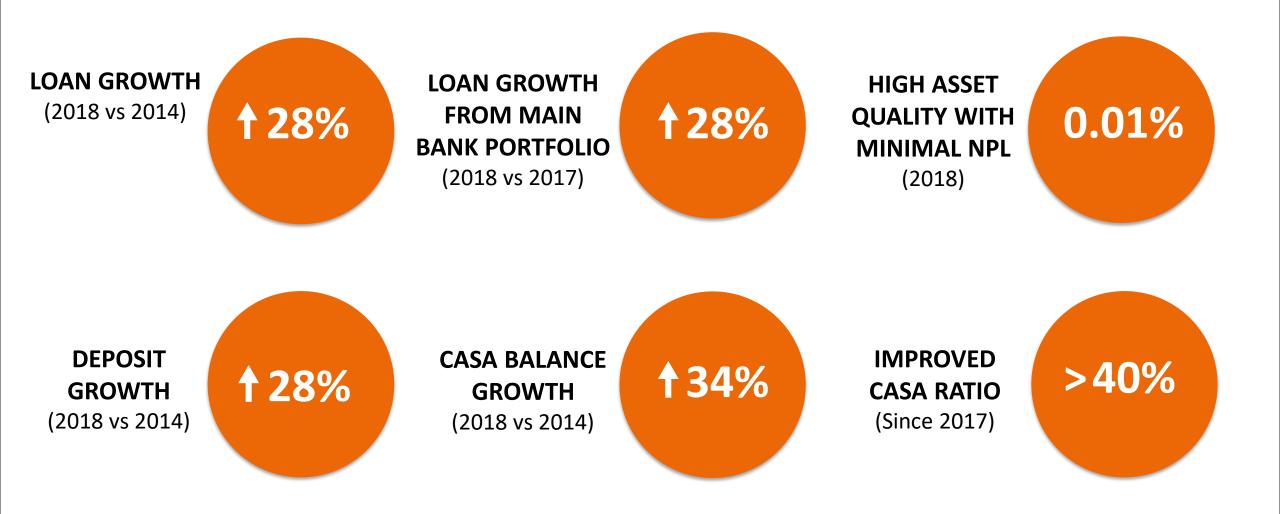
Acquisition of new customers as key growth driver







Robust growth across corporate banking franchise







Realising opportunity from new market segments

PRD-RELATED REVENUE GROWTH

(1H 2019 vs 1H 2018)



NEW BUSINESS SECURED FROM NEW INDUSTRIES* (2018)



^{*}Figure is in HK\$





^{*}Target New Industries refer to Healthcare, Education and Logistics

Offering strong value propositions through broad ASEAN presence and regional connectivity







Delivering sustainable growth through our core franchise

door regional opportunities Open to and Broad ASEAN presence and regional connectivity partnerships Swift response to customers' requests and capture Deep local knowledge and market insights market opportunities Strong focus on solutioning rather than product Build trust and provide value-added services to selling customers Multi-level customer engagements to provide Strengthen total customer relationships and timely solutions develop share of mind and lasting values Enhance spectrum and diversity of talent pool to Attract external talent from leading banks provide superior customer experience Across-the-board synergies with OCBC Hong Create differentiated value proposition from a multi-pronged market presence Kong Branch





Leveraging multiple synergies with OCBC Hong Kong Branch

Hong Kong Branch is a wholesale banking operation with a loan book of HK\$70b Across-the-board synergies between OCBC Wing Hang and HK Branch creating strong and comprehensive customer value proposition



Market Presence & Brand Recognition



Geographical Connectivity & Branch Representation



Customer
Value Creation



Capital Markets & Corporate Finance Businesses



Specialisation & Focus



Resource Management





Treasury

Helen Chan Head of Treasury, OCBC Wing Hang

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GT transformation journey

Treasury has transformed from a basic product provider into a multi product & cross-border solutions provider to retail, corporate and institutional investors

4	Embarked on
$\overline{}$	Treasury
0	Transformation
2	

Leveraged on OCBC to increase products to clients

Upgraded dealing room, infrastructure

2016

Implemented Murex (Risk Management system)

2017

2nd
dealing
room
upgrade

Co-location
with OCBC
HK branch
Treasury to
form
North Asia
Treasury Hub

Me on Tre

Merges into one single Treasury platform

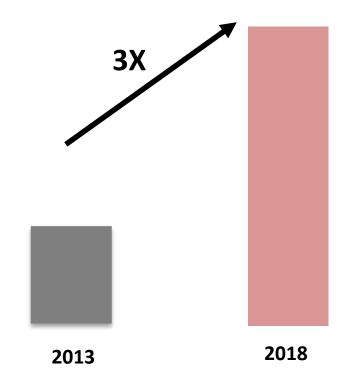
Embarking on
Electronic
product
platform for
clients



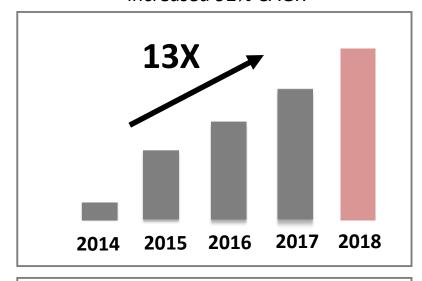


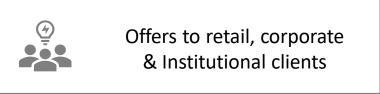
Improving productivity to grow revenue

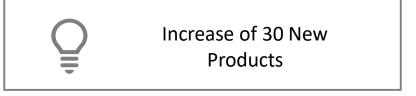
Hong Kong Region Sales Revenue grew 3 folds achieved 26% CAGR



OCBC Wing Hang Sales Revenue increased 92% CAGR











Treasury sales income grew with the acquisition of new customers

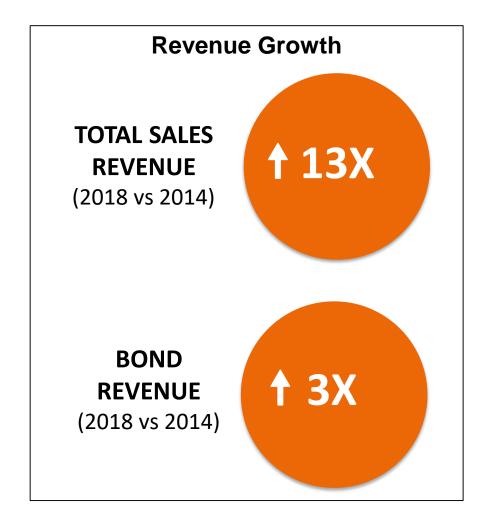
Acquisition of new customers is a key growth driver for OCBC Wing Hang Sales business

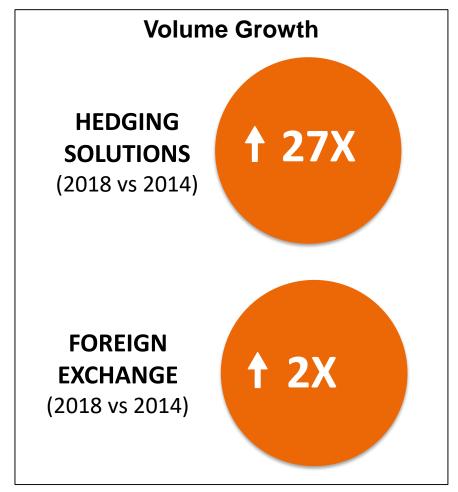






Significant growth in OCBC Wing Hang treasury sales activities









Recent landmark deals completed by Treasury in 2019

New products and solutions after transformation

HK\$1.2 billion

Interest Rate Hedging

HK Listed Company

HK\$1 billion

1 Year Structured Loan

GBA Chinese SOE

HK\$200 million

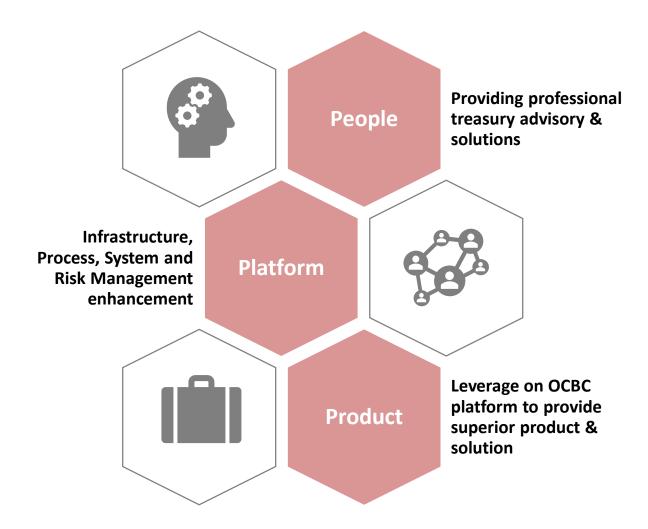
15 years HK Dollar Bond Private Placement

HK Listed Company





North Asia treasury hub in Hong Kong







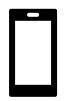
Digitalize and strengthen North Asia's product capabilities



Launching of new products and solutions. (e.g. Equity Linked Notes, Interest rate hedging solutions)



Automation to improve efficiency and product deliver to client.



Digitalize treasury products onto e-platform



